FIVESTAR IT
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Remote Computer Support Services

If you can get on the internet, Fivestar IT can perform most computer support issues without a physical service visit remotely. Using our remote support system, we can share and control your computer screen while chatting with you through our built-in chat interface or by telephone. We can do everything you need done, such as virus removal, spyware removal, and adware removal and even preventative maintenance, or even training while you watch from directly in front of your computer! We can support any Microsoft Windows, Mac, Linux, and even a Windows Mobile system instantly. Its quick, fully secure, and only allows access to your machine by our technicians for the duration of the session.

Remote computer support services can be performed on any machine anywhere in the world as long as it can connect to the internet. Fivestar IT's technology allows us to "meet" at our web support portal, where a small file is sent to your computer allowing us to share your screen, or allowing us to share our screen with you. It goes through firewalls and most security settings making it a breeze for us to start working quickly on what you need.

We can send you files, optimize your system, remove viruses, teach you how to use anything on your machine and much more while you watch. This method actually works better than having someone there in person because you are sitting directly in front of the monitor getting the best view possible of what is going on.

With our remote support services, we can even allow you to download a flash video transcript of the session which you can review at your leisure which makes it an ideal solution for lessons.

Because of the fact that we can save gas, and driving time, we can offer a better rate for the same services we would provide in person. And with remote support services for your home from Fivestar IT, if you need to run out and do errands while we work on your computer, you don't have to leave anyone in your house! We also can bill for remote support services in 15 minute increments, instead of our usual one hour on-site minimum.

Software Training

Fivestar IT Software Training Services

We can train you or your staff to use just about any software title on the market and even offer recorded video procedures of your sessions you can watch over and over again for anything you have learned. We are professionals when it comes to learning what a software product is capable of extremely quickly. Although we already are very familiar with most titles, if there is something you have that we aren't familiar with, we'll learn it in less than a day or two and be ready to train! Specialty software doesn't scare us at all.

If you need help with Microsoft Word, Microsoft Excel, Microsoft PowerPoint, Microsoft Outlook, Microsoft Windows, Mac OS X, Microsoft Entourage, Adobe Photoshop or any of the most common software titles for any platform, we can help now! Need to learn how to do a mail merge to get your customized letters ready for mailing? Need to figure out how to do something in a spreadsheet? We can train individuals to large groups with ease and can even use our special remote help desk software to show you live on your screen right through the internet! Feel free to call us even if you need a simple 10 minute quick start to something

Computer Support

If your systems aren't working the way you expect them to, or you need new systems setup… we are here for you!

At **FIVESTAR**, we will come to your location and help you on-site!

We can also repair most common problems or show you how to use your systems right through the internet with our unique remote help desk system. Our system allows us to remotely share your screen and do the work right from our offices!

For more information please visit
http://www.fivestarit.com